



National MultiTech LTD **CadPLUS® Products Technical Support Policy**

TECHNICAL SUPPORT POLICY

All registered customers of CadPLUS® products will receive free installation and product support for 60 days from the date of registration. Subscription customers and Technical support contract customers are entitled to year-round support for CadPLUS® products they have purchased.

After the initial 60 days, technical support is available on a pay-per-incident basis for non-subscription customers, or you may purchase a Technical Support Annual contract. An incident is a single question or problem, regardless of how many contacts it takes to resolve. If you have additional questions or problems that are unrelated to the initial issue they will be regarded as separate incidents and will be charged separately.

Sorry, we cannot accept collect calls or calls from other than registered owners of our software products.

BEFORE YOU CALL

Please have your program running. If you are not a subscription or annual technical support contract customer and this call is after the initial 60 days free support, also have a credit card available to charge the incident to. If you received an error message while using the program we may ask you to print and fax or e-mail us the error message(s) created by our software.

Please keep in mind that technical support issues will differ from education issues, which are not covered under the technical support policy. Contact us at National MultiTech LTD if you would like to schedule training for your CadPLUS® product.

Our technical support hours are Monday through Friday, 9:00AM to 5:00PM Eastern Time (excluding national holidays).

Our technical support telephone number is: (704)547-1967.

The pay per incident charge is \$75.00 USD for non-subscription customers.

HOW TO PAY FOR SUPPORT

You can pay for support at the time of your support request by providing a credit card number or you can send a check to pre-pay for support. If you send a check you will be notified by our Customer Support department upon its arrival and asked to call our support telephone number below. Please make your check payable to National MultiTech LTD in the amount of \$75.00 per-incident. Make sure you include the product name and your daytime telephone number on your check. Mail your check to our address below.

If you mail your support request please fill describe your incident and mail it along with your payment.

NOTE: This policy is subject to change without notice. Support services will be provided according to the prices, terms, and conditions in place at the time the services are requested.

National MultiTech LTD
Attn: Customer Support
PO Box 560624
Charlotte, NC 28256

Telephone: voice/fax (704) 547-1967
Web site: www.nationalmultitech.com
Support email: support@nationalmultitech.com
Sales email: sales@nationalmultitech.com



National MultiTech LTD
CadPLUS® Products Subscription Policy

ANNUAL SUBSCRIPTION POLICY

All product subscription customers of CadPLUS® products will receive:

- All product updates and upgrades for one year from the subscription purchase date.
- Installation and product support for 1 year from the date of registration.
- Automatic invoicing of annual subscriptions.

Product subscriptions may be purchased any time after your initial purchase or subsequent upgrade. Your current product status must match the current shipping version of the product to qualify for subscription eligibility. For instance, if your currently owned product does not match the current shipping version of the same product, you must first upgrade that product before you can purchase a subscription.

You will be automatically invoiced for the next subscription period on the renewal date each year. All upgrades will be automatically shipped on release as part of your product subscription at no charge. If your subscription is not renewed by the annual renewal date, your product becomes ineligible for all future product upgrades and no-charge technical support.

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BENEFITS OF SUBSCRIPTION OVER UPGRADING

There are several important benefits you should consider when evaluating a product subscription over standard upgrade pricing:

1. Technical support is continually available at no extra charge for subscriptions. Without a subscription, you receive support for the first 60 days only, followed by pay-per-incident support.
2. Subscription pricing can be less expensive if you plan upgrade often. Autodesk® products are updated on a regular basis. CadPLUS® products usually follow an Autodesk® product release by 30-60 days. Subscription customers will automatically be shipped their new CadPLUS® product when it becomes available.
3. Invoicing is automatic for your subscription renewal. You do not have to keep track of upgrade pricing or when your next support period expires, making yearly budgeting simpler.

For more information on product upgrades and subscription pricing, call us at National MultiTech LTD or visit the website at www.nationalmultitech.com.

National MultiTech LTD
Telephone: voice/fax (704) 547-1967

Web site: www.nationalmultitech.com
Program support email: support@nationalmultitech.com
Sales email: sales@nationalmultitech.com